

# QualityNet Secure Portal: *The Road to Registration*



## BACKGROUND

On July 1, 2014, the QualityNet Secure Portal will replace *My QualityNet* in order to comply with federal requirements for enhanced security of protected health information. Please note the following:

- ✓ Enroll by May 1, 2014
- ✓ *My QualityNet* users need to enroll
- ✓ Enrollment process must be completed once for each QualityNet account you have

## BEFORE YOU BEGIN

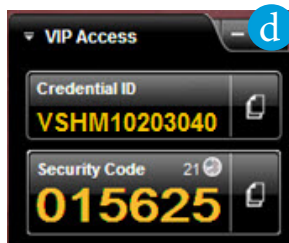
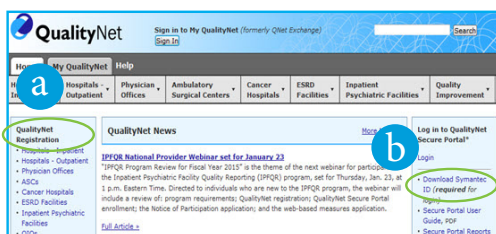
*Are You a QualityNet Registered User?*

**NO:** Go to [www.qualitynet.org](http://www.qualitynet.org) and click on “QualityNet Registration” in the upper left box (a).

**YES:** Download Symantec VIP Access from the QualityNet home page (b) by clicking on “Download Symantec ID.”

When complete, double-click the “VIP Access” icon on your desktop (c) and click “I accept.”

A token containing your credential ID and security code will appear on your desktop (d) — keep this token open to proceed.



## RESOURCES

### Web References

[www.qualitynet.org](http://www.qualitynet.org)

Quick Start Guides for New and Current Account Holders  
Portal User Guide  
Identity Proofing Question Samples  
FAQs  
Use of Personal Information (CMS memo)

(direct link): <https://www.qualitynet.org/dcs/ContentServer?c=Page&pagename=QnetPublic%2FPage%2FQnetBasic&cid=1228773343598>

### Program Requirements

Inpatient Quality Reporting  
Contact Your State QIO

Outpatient Quality Reporting  
Phone: (866) 800-8756

### QualityNet Help Desk

Phone: (866) 288-8912

Email: [qnetsupport@sdps.org](mailto:qnetsupport@sdps.org)

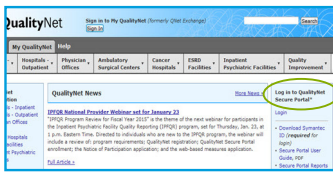
Hours: Monday-Friday, 7 a.m., to 7 p.m., CT

# THE ROAD TO REGISTRATION

## Six Steps to Your Destination

### LOGIN

1



From QualityNet, select “login” under “Login to QualityNet Secure Portal,” which directs you to a CMS.gov login page.

Select “Start/Complete New User Enrollment.” Enter your QualityNet user ID and password and click “I Accept.”

### IDENTITY QUESTIONS

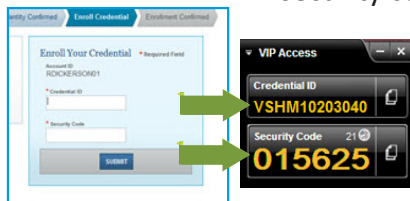
3

Answer the identity questions to further authenticate your identity and click “submit.” (Note: Experian uses publicly available credit history and financial data to create customized questions).

### ENROLL CREDENTIAL

5

Click the “copy” icon next to credential ID, and paste it into the credential ID field on the enrollment page. Follow the same procedure for the security code.



### VERIFY IDENTITY

2

Enter your personal information and click “submit” (*learn more under the FAQ section*).

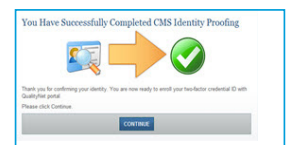
A window will open briefly indicating information was sent to Experian.



### IDENTITY CONFIRMED

4

A window will open indicating successful completion of CMS identity proofing; click “continue.”



### ENROLLMENT CONFIRMED

6

Congratulations, your enrollment in the Secure Portal is complete. Now visit the QualityNet home page to test your login entering your user ID, password and VIP access security code.



## Secure Portal FAQs

**I already have a QualityNet account. Do I really need to enroll a second time in the portal?**

Yes. The portal is replacing My QualityNet, and enrollment is required in order to submit inpatient and outpatient quality reporting data.

**Why does CMS need my personal information?**

CMS will not receive or store your personal data. CMS is complying with federal requirements for ALL electronically accessed federal systems to utilize identity proofing. CMS contracted with Experian Precise ID to ensure secure transmission of personal data through strong encryption.

**I do not want to provide my personal information. Can I go directly to my Security Administrator for in person proofing?**

No, users must complete the identity proofing process through Experian. Using Experian is the most secure and fastest way to verify your identity. As a major financial and credit repository, Experian's database contains your personal information. The information received by Experian is securely encrypted and used to confirm your identity. Again, CMS will not receive or store your data.

**My credit is locked and/or I use an identity monitoring service. Will this hinder my ability to identity proof for the portal through Experian?**

It's possible. If you are unable to complete the identity proofing process, contact the QualityNet Help Desk for further instructions.